

LEAN THINKING PAVES THE WAY TO REDUCE ORDER TIMELINES

ABOUT GEXPRO SERVICES (BDA GENERAL SUPPLY AND SERVICES).

Gexpro Services is a world-class supply chain services outsource provider that specializes in developing and managing production inventory management programs. With three locations in Florida, Gexpro's managed inventory programs support OEM clients with engineered production material specifications, fulfillment, and quality requirements. The company has numerous employees with engineering and commodity expertise in electrical materials, panel design and assembly, machine and fabricated assemblies, and valve/instrumentation design. Gexpro also supports typically higher volume commodities such as gaskets, seals, O-rings, fasteners, and fittings, and the company is dedicated to continuously improving its profitability and competitiveness.

THE CHALLENGE. Gexpro Services had an issue with delays in orders for overseas customers. Due to the computerized ordering system's processes, orders input into the system on a Tuesday afternoon were not reaching their overseas customers until Monday morning of the following week. To address this issue, the company decided to send three key employees to a Certified Lean Practitioner course. The course was sponsored by The Technology Coast Manufacturing and Engineering Network (TeCMEN) and the University of West Florida, in partnership with FloridaMakes, part of the MEP National Network™.

MEP CENTER'S ROLE. The Certified Lean Practitioner course gave the participants from Gexpro tools to critically analyze routine operations and define how each step of the process affected the overall production timeline. By dissecting and analyzing the steps of the ordering process, the employees discovered that placing orders in the system a few hours earlier in the day resulted in customers in Europe and Asia receiving the orders almost a full week earlier. The adjustment greatly reduced the number of late orders and associated costs.

"Competitive lead times are frequently as important as pricing. Saving almost a week improves on-time delivery which helps enforce our image as a reliable supply chain solution!"

-Christina Rogers, Program Manager

RESULTS



Reduced ordering time by **6** days



Reduced expedited costs for late orders



Provided Certified Lean Practitioner training for **3** employees

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